

# Washington State Patrol Media Release

**Chief John R. Batiste**

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**\*\*\*For Immediate Release\*\*\***

**Date: April 1, 2008**  
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## **“WSP Hires New Communications Manager in Tacoma”**

The Washington State Patrol is pleased to announce the promotion of Laurie Langlois to the position of Manager in the Communications Center at the District One Headquarters office, handling Pierce and Thurston Counties.

On March 18<sup>th</sup> the Communications Division of the Washington State Patrol was awarded the Public Information Officer of the year award for their outstanding efforts in handling all the media calls they receive on a daily basis as well as managing radio traffic. Laurie has been a part of this amazing team of dispatchers in Tacoma since she was hired on October 16, 1995 as a Communications Officer.

Laurie spent many years in Tacoma as a Communications Officer and eventually earned the title of Communications Officer 3 on April 1, 2005.

The position of a communications officer (CO), also known to others as dispatcher, can be a very stressful and trying job. The CO must know proper etiquette to use on the radio, be professional and calm even in the most tragic situations, and must be able to multi-task. The CO can find themselves taking 9-1-1 calls, answering radio traffic while typing and deciphering information on their computers. And, with all this happening the CO knows where each of the troopers in their area are and makes sure they are safe. They handle trooper's requests for assistance, which can include; making phone calls, running a persons name and registration, getting directions, and any other information needed by a trooper. It takes a special personality and special talent to be able to handle this kind of position and Laurie exceeds all expectations.

We would like to congratulate Lori Langlois in her promotion as well as the Communication Division as the Public Information Officer of the year. If you have any questions, concerns, or would like information on becoming a Communications Officer, call (253) 536-6210.

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